

**SECTION C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT****C.1 SPECIFICATIONS/STATEMENT OF WORK****C.2 PLACES OF PERFORMANCE**

Item No. 1 - USDA, APHIS, National Veterinary Services Laboratories (NVSL), 1800 Dayton Avenue, Ames, Iowa 50010

Item No. 2 - USDA, APHIS, NVSL, Diagnostic Bacteriology Laboratory, 605-609 East Lincoln Way, Ames, Iowa 50010

Item No. 3. - USDA, APHIS, NVSL, Pathobiology Laboratory, 711-723 East Lincoln Way, Ames, Iowa 50010

Item No. 4 - USDA, APHIS, NVSL, Center for Veterinary Biologics Training Facility, 2825 East 13th Street.

All of the above locations are "No Smoking" areas.

The Contractor's facility shall be located within a 30 mile radius of the four Government facilities.

**C.3 SPECIFICATIONS APPLICABLE TO ALL PLACES OF PERFORMANCE**

The janitorial service shall met all standards of cleanliness, which reflect good housekeeping as determined by the Contracting Officer's Representative (COR).

The areas to be maintained shall consist of all general and private offices, central service area, restrooms, lunch room, hallways, and laboratories unless specified excluded by the COR, or excluded herein.

The janitors shall wear laboratory coats while working in laboratory buildings (laboratory coats will not be required in the Support Building). The Government shall furnish and launder the laboratory coats. The coats will be stored in the entry way or the first janitor closet in each laboratory building.

The Government will furnish the following supplies: Paper towels, toilet deodorizers, toilet tissue, handsoap, wastebasket liners, and disinfectant. The Contractor shall provide all other supplies and equipment necessary to perform the services.

The Contractor shall perform a regular and systematic inspection to insure maximum efficiency at all times. The Contractor or responsible representative and the COR shall conduct a walk-through inspection the first week of each month at a jointly agreed upon time between 8:00 a.m. and 4:30 p.m., Monday through Friday.

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Service shall be performed between the hours of 5:00 p.m. and 1:30 a.m., Monday through Friday, except National Holidays. The number of hours required to perform these services is not specified. Large jobs such as scrubbing and waxing of large areas of vinyl may be done on weekends. However, all such work must be scheduled through and approved by the COR. Due to security reasons, it is necessary that the Contractor's personnel remain on the premises until completion of their work shift.

Contractor's employees shall not use any Government machines or equipment including telephones. Contractor's employees shall not eat, drink, or play radios except in the cafeteria. In the absence of public pay telephones, employees may utilize the telephones for work related calls only.

**THE CONTRACTOR SHALL CLEAN DESK TOPS OR LABORATORY WORK SURFACES. THE CONTRACTOR SHALL NOT PUT EQUIPMENT OR SUPPLIES ON DESKS OR LABORATORY WORK SURFACES.**

**C.4 SCOPE OF WORK**

The services specified herein shall be performed by the Contractor in accordance with the requirements of this specification. Such services shall include the providing of all labor, supervision, equipment, tools, chemicals and other items or services necessary for performance of the work unless otherwise specified herein.

**LOCATION 1** - 1800 DAYTON AVENUE (INCLUDED ARE GUARD BUILDING, EXERCISE ROOM, BASEMENT, IT-AREA, B 15 AND B16)

1. Floor care for Vinyl Floors (approximate square footage 50,000)

a. Daily - Dust mop lab modules. Dust and damp mop Biological Materials Processing Section (BMPS) and Warehouse offices, control room, all restrooms, lunch rooms, glassware area, glassware washroom, and Support Building vinyl area. Contractor shall use a commercial or hospital grade product.

b. Weekly - Damp mop all other vinyl floors and scrub, wax, and buff floors in control room; scrub the glassware

c. Monthly - Scrub all floors using a commercial or hospital grade floor cleaner and apply two coats of finish and

d. Every 6 months - Strip and apply two coats of followed by two moderate coats of finish to the halls connecting around glassware area to the elevator and to the dock.

e. October and March - Strip all other vinyl floors, apply two coats of commercial or hospital grade (non-ammoniated) product.

f. Rooms C4, C5, and C9, shall be stripped and waxed

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once during the year when requested, not to exceed 6 times during the year.

g. The janitor shall not enter rooms that have a **"Caution Biological Hazard"** orange and black sign posted on door. These rooms shall be stripped and waxed once during the when requested. **NOTE:** There will be no hazard and the room signs will be removed at the time of this request.

h. Floor Maintenance - All areas accessible to the machines shall receive floor maintenance: Chairs, trash receptacles, and easily movable items shall be tilted or moved to maintain floors underneath. After receiving floor maintenance, entire floor shall have a uniform, glossy appearance, free of marks, heel marks, and other stains and discolorations. Floors shall be allowed to dry thoroughly after rinsing. All floors, unless otherwise designated, shall have a uniform coating of floor finish. All floor maintenance solutions shall be removed the baseboards, furniture, trash receptacles, etc. After all cleaning operations have been completed, all office furniture or other items moved shall be placed in their proper position and the building shall be left in an orderly condition. Floor maintenance includes dry buffing, spray buffing, stripping and waxing. Extremely stubborn spots, gum rust, burns, etc.---shall be removed by hand. Corners and other areas that the floor machines cannot reach shall also be cleaned by hand.

2. Floor care for uncovered floors: (approximate square footage 14,000)

Daily - Sweep and damp mop change rooms, (including Wing, Basement and Support Buildings), garbage hallway, (including exterior covered entry way the south end), loading dock area, stairways, all basement hallway areas, and elevator floor.

3. Floor care for carpeted floors: (approximate square footage 13,000)

a. Daily - Vacuum and remove stains with soft cleaning solution as necessary.

b. Vacuuming Carpet - After being vacuumed, the floor shall be free of all visible litter and soil. Any spots be removed as soon as noticed. All tears, burns, and ravelling shall be brought to the attention of the Contracting Officer's Representative (COR).

4. Dusting and Vacuuming

a. Daily - Dust chairs and all other office furniture offices and laboratory rooms. All lab benches and desk tops are specifically EXCLUDED.

b. Weekly - Dust ledges and beveled tops of all

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and window sills and ceiling vents. Perform low dusting, i.e., molding, bottom shelving on equipment.

c. Monthly - Vacuum upholstered chairs; perform high dusting, i.e., door sashes, light globes and equipment. Dust picture frames.

d. Low Dusting - After low dusting, all dust, lint, litter, and dry soil shall be removed from the horizontal surfaces of desks, chairs, file cabinets, other types of office furniture equipment and from horizontal ledges, window sills, and hand etc., to a line 7 feet above floor level.

There shall be no dust streaks or marks left by dusting tools.

e. High Dusting - After high dusting, all dust, lint, litter, and dry soil shall be removed from all surfaces above 7 and from the top of the floor surface. There shall be no dust streaks or marks left by dusting tools.

5. Restrooms and Change Rooms:

a. Daily - (Five days per week). Empty wastebaskets replace liners as needed. Clean and polish all metal and mirrors. Completely damp clean and disinfect all surfaces, of partitions, stalls, stall doors, and wall areas adjacent to wall mounted lavatories, urinals, and toilets. Wash underside and tops of seats. All shower stalls shall have the walls and floors scrubbed and disinfected with each daily cleaning. The marble bench in shower stall and the wooden benches in the change rooms shall be cleaned and wiped dry on both top and underside surfaces. The curtain/panel shall be sprayed overall with disinfectant solution and rehung if necessary. Disinfect and steel brush shower drains. Sweep and mop floors. After descaling, the entire surface shall free from streaks, stains, scale, scum, urine deposits, and rust stains. The high Security laboratory change rooms will be cleaned when requested, not to exceed 6 times during the year.

b. Weekly - dust tops of lockers.

c. Resupplying Rest Rooms - Rest rooms shall be so that supplies do not run out. Replenish soap, towel, and Replace toilet deodorizers as required.

6. Window Cleaning Service:

Clean all windows and door glass (both sides) in the lobby twice weekly, in addition to all glass partitions, interior glass doors, display cases, director boards, draft shields on windows, mirrors and adjacent trim. After glass cleaning, all traces of film, dirt, smudges, water and other foreign matter be removed from frames, casings and sills.

7. Miscellaneous Services:

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a. Daily - Take cardboard from hallway to the baler located near the dock. Operate the baler after inserting the cardboard. It is not necessary to tie the bale. If bale is ready to make a bale, place the remaining cardboard on floor in front of baler.

Empty all waste baskets and carry trash to dumpster. Wipe lunch room tables with damp cloth. Spot clean partitions, elevator, doors, door glass, all door frames, and spot clean around wall switches.

Clean and polish all drinking fountains. Clean and polish all plates in the change rooms and restrooms.

b. Weekly - Clean and polish the hallway end of the autoclaves and all door plates except in the change rooms and restrooms. Wipe lunch room chairs with damp cloth.

c. Monthly - Clean desk and chair runners and vacuum chairs and vacuum drapes. All corners of areas covered will be free of lint and cobwebs. Vacuum all air supply and return

d. Sweeping and Mopping - After sweeping and mopping operations, all floors shall be clean and free of dirt streaks; no dirt shall be left in corners, behind radiators, under furniture, behind doors, on stair landings and treads. Likewise, after sweeping, no dirt or trash shall remain on sidewalks, entrances, garages or other assigned areas. No dirt shall be left where sweepings were picked up. There shall be no dirt, trash or matter under desks, tables or chairs. After being mopped, the shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris standing water. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc. or mop strands remaining on the area.

e. Trash Removal - All waste baskets and other trash containers within the area shall be emptied and returned to their initial location. Boxes, cans and papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. The Contractor shall pick up any trash that fall onto the facility or grounds during the removal of such collected trash. The trash shall be deposited in the nearest outside trash collection point.

f. Cleaning Drinking Fountains - Disinfect all steel and polished metal surfaces, including the orifices and

After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil.

g. Cleaning Light Fixtures - After cleaning, light

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fixtures shall be free of bugs, dirt, dust, grease and other

h. Cleaning Chalkboards - Only if marked "Please shall chalkboards be cleaned. Such cleaning involves removing all writing, dust, streaks, marks and smudges from the chalkboard and the chalk tray.

i. Cleaning Walk-off Mats - Carpet-type entrance mats shall be vacuumed to remove soil and grit and to restore of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, or hosed-down outside to remove soil and grit. Soil and moisture underneath entrance mats shall be removed and returned to their normal location.

j. Spot Cleaning - Remove smudges, fingerprints, streaks, etc. from washable surfaces of walls, partitions, doors fixtures. Germicidal detergent shall be used in rest rooms, rooms, break areas, and drinking fountains. After spot cleaning, the surface shall have a clean, uniform appearance free of spots and other evidence of removed soil.

k. Laboratory Paper Towel Dispensers - The dispensers shall be stocked so the towels do not run out.

**LOCATION 2 - DIAGNOSTIC BACTERIOLOGY LABORATORY (11,350 SQ.****DAILY SERVICE****WINDOW CLEANING SERVICE:**

Clean all windows and door glass (both sides) in the main lobby twice weekly, in addition to all glass partitions, interior glass doors, display cases, director boards, draft shields on windows, mirrors and adjacent trim. After glass cleaning, all traces of film, dirt, smudges, water and other foreign matter be removed frames, casings and sills.

1. All areas:
  - a. Empty wastebaskets and replace liners as needed.
  - b. Clean floors, vacuum carpet, rugs, mats, and damp mop all vinyl. Buff as needed.
  - c. Fill towel dispensers.
  - d. Clean tables and sinks in Room 203.
  - e. Keep toilets bowls, lavatories, and shower shower stalls clean and free of scale.
  - f. Wash underside and top of toilet seats.
  - g. Clean and polish mirrors and lavatory fixtures.
  - h. Spot clean floors as requested (may involve stripping, rewaxing and buffing) using a commercial or hospital grade product.
  - i. Dust chairs and all other office furniture in offices and laboratory rooms. ALL LAB BENCHES AND DESK TOPS ARE SPECIFICALLY EXCLUDED.

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- j. Take cardboard from hallway to gaylord location on dock at rear of East Lincoln Way.  
(Pathobiology Laboratory).

<WEEKLY SERVICE (or as needed)

Dump white paper container and mixed paper container in respective gaylord located on dock at rear of 711 East Lincoln Way and return containers to the Diagnostic Bacteriology Laboratory.

**MONTHLY SERVICE**

Clean all doors, walls, window frames, blinds, ceiling vents, and all wall vents with a treated or damp cloth. Dust tops of vacuum screen between Rooms 213 and 215. Wash windows inside and out.

**SERVICE AT 4-MONTH INTERVALS)**

Strip, wax, and buff tile floors in January, May and September. Contractor shall use a commercial or hospital grade product .

**MISCELLANEOUS SERVICES**

Mops shall be properly cleaned and stored in Room 108. Rest rooms will usually require a wet mop for cleaning. High traffic areas areas that have been spilled on or had movement of equipment will require extra cleaning, stripping, waxing, polishing at no additional cost. All trash must be removed from the premises and placed in the dumpster.

**LOCATION 3** - PATHOBIOLOGY LABORATORY (14,500 APPROX. SQ. FT.)

**DAILY SERVICE** (five days per week except holidays)

Take cardboard from hallway to the respective gaylord located on dock at rear of the building.

Sweep and damp mop all floors in offices, central service area, several small rooms, restrooms, hallways, and designated laboratories. Dust chairs, and all other office furniture in offices only except desks. Empty all waste baskets and carry to dumpster. Spot clean partitions, doors, door glass, and door frames and spot clean around wall switches. Dust top of overhead storage areas.

Room 213 (Conference room) should be included in the daily services, including cleaning and polishing sink and dusting of tables, and counters. Fill paper towel dispensers and damp mop floor. Remove newspapers and clean the tables.

**LOCATION 4** - TRAINING FACILITY - SAME AS LOCATION 3 (3600 APPROX. SQ. FT.)

**C.4 (Continued)****DAILY SERVICE** - (five days per week except holidays)

Vacuum carpets, sweep and damp mop all vinyl floors (laboratory as needed), rest rooms, dust chairs and office furniture except Empty all waste baskets.

Clean and polish water fountains in hallways (1 in east section, 2 in middle section, and 1 in west section). Keep area around water outlet free of scale and slime.

Vacuum all carpeting and rugs throughout building.

Restroom service - Empty and replace liners in all wastepaper containers. Polish all metal and mirrors. Clean all lavatory fixtures. Sinks, toilet bowls, and urinals to be kept free of at all times. Wash underside and tops of toilet seats. Refill soap, towel, tissue and napkin containers. Damp mop all floors.

Sweep the back dock every Tuesday and Friday.

**WEEKLY SERVICE** (Services to be provided on Fridays except if is a holiday, then Thursday).

Dust ledges and window sills. Perform low dusting, i.e., base moldings, bottom shelving on equipment. Wall shall be wiped with a treated or damp cloth.

**WINDOW CLEANING SERVICE:**

Clean all windows and door glass (both sides) in the main lobby twice weekly, in addition to all glass partitions, interior glass doors, display cases, director board, draft shields on windows, mirrors and adjacent trim. After glass cleaning, all traces of film, dirt, smudges, water and other foreign matter be removed frames, casings and sills.

**MONTHLY SERVICE**

Perform high dusting, i.e., door sashes and tops of partitions. Dust picture frames. Wash windows both inside and outside.

**WAXING SERVICE**

1. Monthly - Scrub all floors using a good grade floor cleaner, apply two coats of finish and buff. Contractor shall use commercial or hospital grade product.

2. Strip and re wax all tile floors every six months. Waxing to occur during the first week of alternate months beginning with November. Flooring should be buffed after application of floor finish and/or waxing. The wax should be of such quality as to provide a very hard finish to prevent powdering. Contractor shall use a commercial or hospital grade product.



**C.5 GENERAL - APPLICABLE TO ALL WORK LOCATIONS**

1. Equipment - All equipment shall have bumpers and guards prevent marking or scratching of fixtures, furnishings, or surfaces.

All electrical equipment used by the Contractor shall meet OSHA safety requirements and shall be UL approved. This equipment must operate using existing buildings circuits. It shall be the responsibility of the Contractor to prevent the operation or operation electrical equipment, or combination of equipment which require power exceeding the quantity of existing building

Equipment deemed by the COR to be of improper type or design or inadequate for the purpose intended shall be removed from the premises and replaced with satisfactory equipment.

The Contractor shall not use any material which the COR determines would be unsuitable for the purpose or harmful to the surfaces to which applied or to any other part of the building its contents or equipment.

1. Dress Code - Dress code required is shirt with collar, buttoned and tucked in, full length trousers or slacks and shoes thongs).

**C.6 CONDUCT AND TRAINING OF CONTRACTOR EMPLOYEES**

Contractor personnel shall comply with the installation's traffic laws and other regulations and instructions pertaining to conduct persons on Government facilities. They shall not disturb papers desks, open desks or cabinets, or use telephones or office equipment which is provided for official Government use. personnel shall utilize conservation policies by not adjusting any heating or cooling devices and by turning off lights in unoccupied areas unless otherwise directed.

Contractor personnel shall, in no event, enter any area to which access is restricted, unless such an area has been specifically identified as an area in which janitorial services are to be rendered.

The Contractor shall place his/her employees on notice that infraction of any of the above rules, regulations or prohibitions may be grounds for removal from Federal property. The contractor shall provide the contractors employees who perform the services with copy of a copy of the statement of work and shall ensure they are thoroughly familiar with it. The contractor shall train the employees so they can operate the cleaning equipment properly and utilize the supplies to achieve the proper results.

**C.7 RESPONSIBILITY FOR PERFORMANCE**

The Contractor shall be directly responsible for all work performance specified in the contract. The contractor shall adequate supervision at all times of the work which his/her

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employees are performing to ensure its complete and satisfactory performance in accordance with the terms of the contract. This includes adequate supervision to ensure proper employee conduct. Any cleaning group assigned to any particular building or area have adequate supervision. Each group shall be maintained as a separate unit insofar as possible with interchanging or personnel held to a minimum.

**C.8 CONTRACTOR'S QUALITY CONTROL**

The Contractor shall establish a complete Quality Control Program assure the requirements of the contract are provided as specified. One copy of the Contractor's Quality Control Program shall be provided to the Contracting Officer within 10 days of the contract start date and as changes occur. The program shall include, but limited to the following:

1. An inspection system covering all the services to be performed under the contract. It must specify areas to be on either a scheduled or unscheduled basis and the title of the individual(s) who will do the inspection.

2. A method for identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable. The contractor shall maintain a file on all inspections conducted and all the corrective actions to be taken.

This documentation shall be made available to the COR upon

**C.9 LOST AND FOUND PROPERTY**

The Contractor shall ensure that all particles of possible or monetary value found by the Contractor's employees on the premises of this installation are turned over to the COR. At the time of their discovery, such items shall be tagged to identify location at which they were found.

**C.10 INSPECTION OF BASIC CLEANING**

The COR or other designated monitors will make random inspections the parts of buildings for which contractual services are to be provided. Deficiencies found by or reported to the COR will be brought to the attention of the contractor's project manager.

Any and all deficiencies so identified must be corrected on the day. If such deficiencies are of a nature which precludes reaccomplishment or correction with the same day, the COR must be contacted for a time extension to cure the deficiencies.

**C.11 REPORTS**

Daily deficiency reports are due to the COR by 9:00 a.m., the following work day showing areas not cleared and the reason for cleaning them, deficiencies in building equipment or damage to the

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building such as defective ballast; missing broken or inoperable soap dispensers, stopped up urinals or commodes, missing floor and ceiling tile and broken doors and windows.

The daily time sheets showing the supervisor's name and each employee's name where work was performed and hours worked.

The Contractor shall submit each month 1 week prior to of the following month's services, schedules or work performance which shall comply with the requirements as set forth in the specifications. The schedule shall include the type of services required for all frequencies, the day or days the services will be performed and a place for the verifying signature of the in charge. The schedule shall be used as a daily work report, verified by the supervisor and the COR. It shall be the responsibility of the Contractor to establish and maintain the schedule.

The Government reserves the right, without additional cost, to change, modify, or delete report requirements for compliance by contractor, as may be required for Government purposes.

**C.12 KEY CONTROL**

The Contractor shall establish and implement methods of ensuring that all keys and magnetic cards issued to the contractor by the Government are not lost or misplaced, and are not used by unauthorized persons. No keys or cards issued the contractor by Government shall be duplicated.

The Contractor shall develop procedures (concerning key control) inclusion in the quality control plan.

1. If a standard key is lost, the lock for that room will be replaced by the Government and the total cost deducted from the monthly invoice. In the event a master key is lost or duplicated, all locks and keys for that system shall be replaced by the Government and the total cost deducted from the monthly invoice.

2. The Contractor shall report the occurrence of a lost key card immediately to the COR during the next duty day.

3. It is the responsibility of the Contractor to prohibit use of keys cards issued by the Government by any persons other the Contractor's employees. It is also the responsibility of the Contractor to prohibit the opening of locked areas by the Contractor's employees to permit entrance of persons other than Contractor's employees engaged in performance of assigned work in those areas.

4. Report damage to Government property, loss of keys or cards, personal injuries and/or hazardous conditions to the COR within 12 work hours after such occurrence.

**C.12 (Continued)**

5. Contractor and all employees are required to have a security clearance.

**C.13 WORK OUTSIDE THE SCOPE**

On all matters that pertain to the contract terms, the Contractor must communicate with the Contracting Officer. Whenever, in the opinion of the Contractor, the COR requests effort outside the of the contract, the Contractor should so advise the COR. If the COR persists and there still exists a disagreement as to proper contractual coverage, the Contracting Officer should be notified immediately, preferably in writing if time permits. Proceeding work without proper contractual coverage could result in of necessitate submittal of a contract claim.